

**DEPARTMENT OF HUMAN SERVICES**  
**Office of Fiscal Operations**  
**Bureau of Finance**



**CLIENT TRUST FUND QUICKBOOKS 2003 USERS MANUEL**  
**Revised October 2008**

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This manual is not meant to be an all-inclusive QuickBooks instructional guide, but rather is meant to give instructions for basic tasks performed in QuickBooks pertaining to the Department of Human Services client trust fund.

# SETTING A PASSWORD

You may find that you need or want to change your password. To do so:

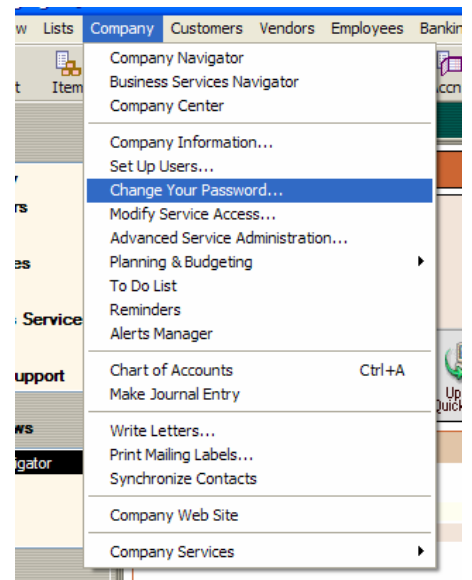
1. Click on “Company”
2. Select “Change Your Password...”

It will then bring up the Change Password screen

3. Fill in the information on the screen
4. Click “OK”



A screenshot of a 'Change Password' dialog box. It has a blue title bar with the text 'Change Password' and a close button (X). The dialog contains four text input fields: 'User Name:', 'Enter Old Password:', 'New Password:', and 'Confirm New Password:'. Below the 'New Password' field, there is a note in parentheses: '(Leave the next two password fields blank if you do not wish to have a password.)'. At the bottom of the dialog are two buttons: 'OK' and 'Cancel'.



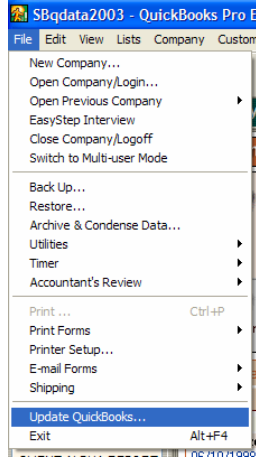
Your password will now be changed.

*Note: Make sure your password is not kept on a sticky pad posted to your computer monitor. Instead, keep it written down in a safe, secure place.*

# AUTOMATIC UPDATES

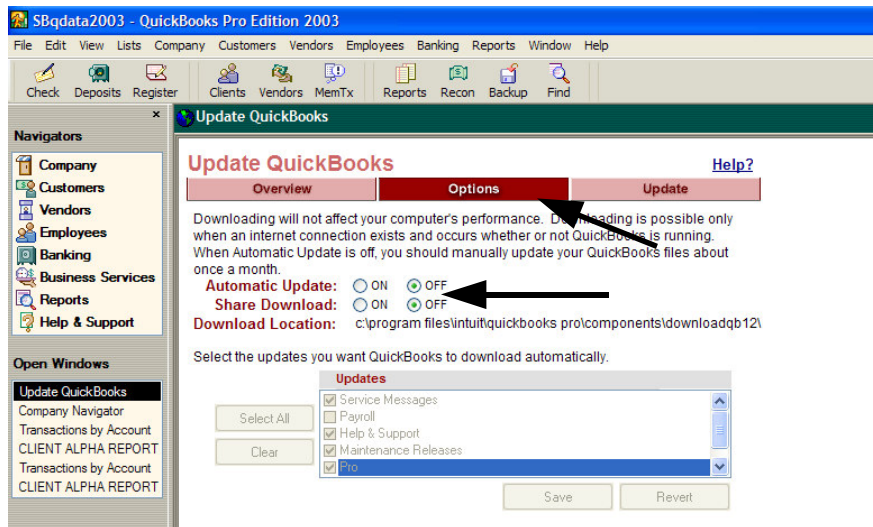
We want to make sure that QuickBooks isn't downloading any updates automatically. The reason for this is because we want each office's QuickBooks to all be the same version.

1. Click on "File"
2. Select "Update QuickBooks..."



This will bring up the "Update QuickBooks Page."

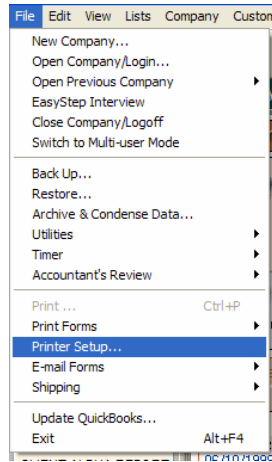
3. Select "Options"
4. Make sure both "Automatic Update" and "Share Download" are selected "off"



# PRINTER CONFIGURATION

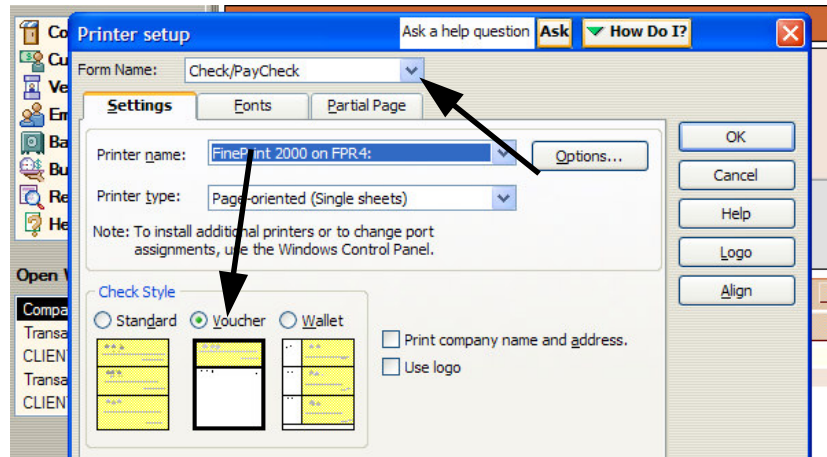
The settings for printing checks need to match the check stock. To do so:

1. Click on “File”,
2. Select “Printer Setup”



It will bring up the Printer Setup page:

3. Select “Check/PayCheck” from the dropdown menu
4. Then select the check style “voucher”
5. Click on “OK”



Your checks are now ready to print.

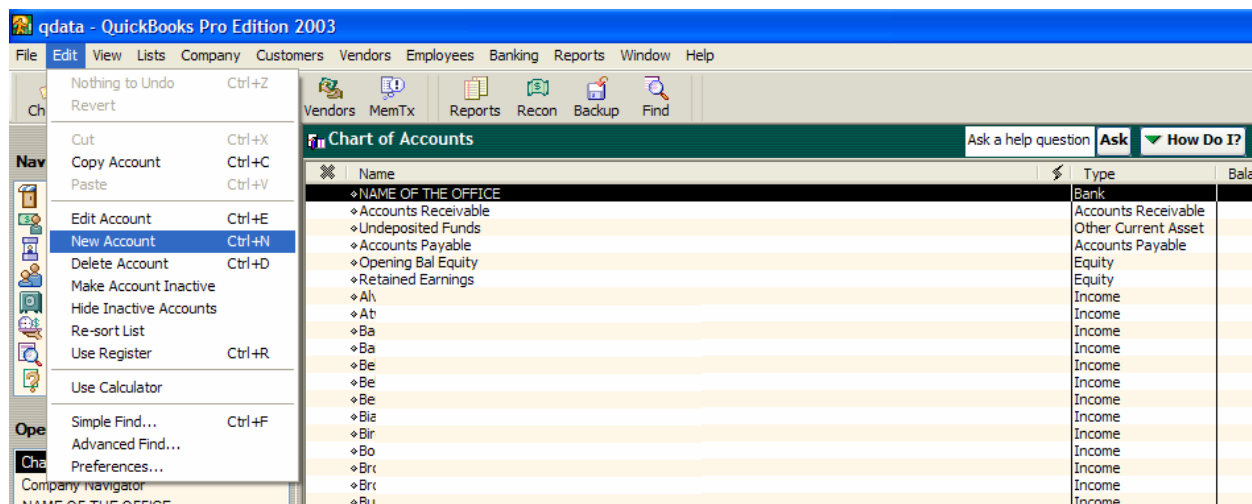
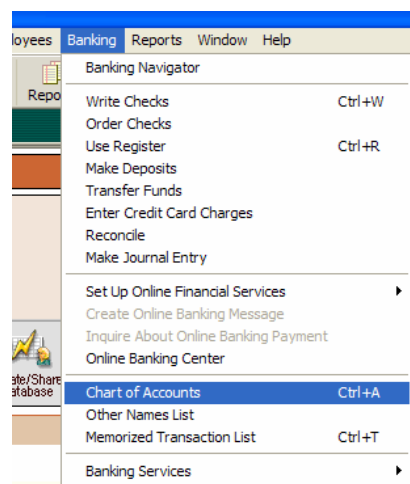
## ADD A CLIENT

When your office receives a new client, that client needs to be entered into your database. To do so:

1. Click on “Banking”
2. Select “Chart of Accounts”

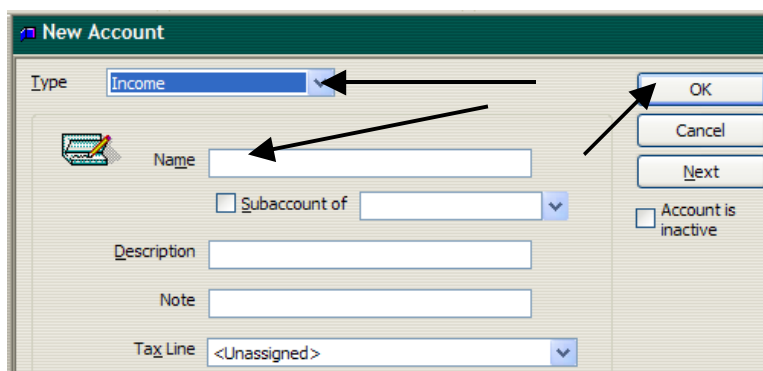
It will then bring up the chart of accounts page.

3. Click on “Edit”
4. Select “New Account”



It will then bring up the New Account Page.

5. Fill in the necessary information:
  - a. Type: select “Income”
  - b. Name: type the client’s name
  - c. Tax Line: select “<Unassigned>”
  - d. No other information is required, however, each office may decide what additional information can be added to these records.
6. Click “OK”

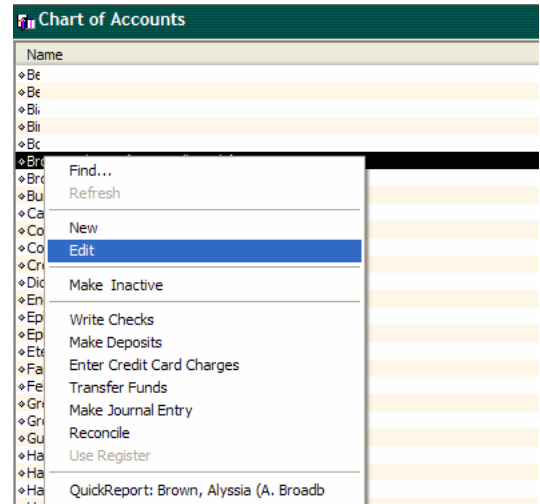


The client will now be added to your database.

## EDIT CLIENT INFORMATION

You may find that you need to edit the information in a client's account. (For example, when a client's account is closed, the type listed needs to change from "income" to "other income" or perhaps the data was entered incorrectly and needs to be corrected). To do so:

1. Open the "Chart of Accounts" page
2. Right click over the client's name
3. Select "Edit"



4. Make the required changes
  - a. For example, if a client's account is being closed, you would change the type from "Income" to "Other Income"
5. Click "OK"

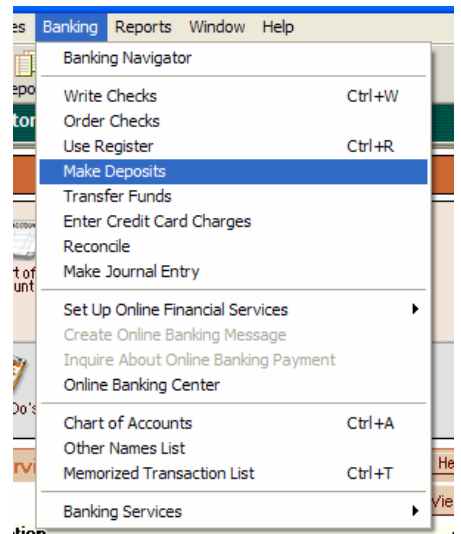
The screenshot shows the "Edit Account" dialog box. At the top, the "Type" dropdown is set to "Income". Below it, the "Name" field contains "Brc", the "Subaccount of" dropdown is empty, the "Description" field contains "SSI", the "Note" field is empty, and the "Tax Line" dropdown is set to "<Unassigned>". On the right side, there are "OK" and "Cancel" buttons, and a checkbox labeled "Account is inactive" which is currently unchecked.

# RECORD DEPOSITS

When money is received for a client and deposited into the bank account, this money needs to be recorded into QuickBooks. To do so:

1. Click on “Banking”
2. Select “Make Deposits”

It will then bring up the “Make Deposits” page.



3. Click the arrow next to the box labeled “Deposit To” to open the drop down list
4. Select the bank account into which the money was deposited.
5. Type in the date of the deposit
6. Click the arrow underneath the box labeled “Received From” to open the drop down list
7. Select the vendor from which the payment was received.



8. Click the arrow underneath the box labeled “From Account” to open the drop down list

9. Select the client’s account into which the money is to be deposited

10. Type in any information that is relevant in underneath the box labeled “Memo”

11. Click the arrow underneath the box labeled “Pmt Meth.” to open the drop down list

12. Select the method in which the money was received

13. Click the arrow underneath the box labeled “Class” to open the drop down list.

14. Select the type of the money that was received

15. Type in the dollar amount received under the box labeled “Amount”

NOTE: Multiple lines can be made with these deposits.

16. When you are finished click either “Save & Close” or “Save & New”

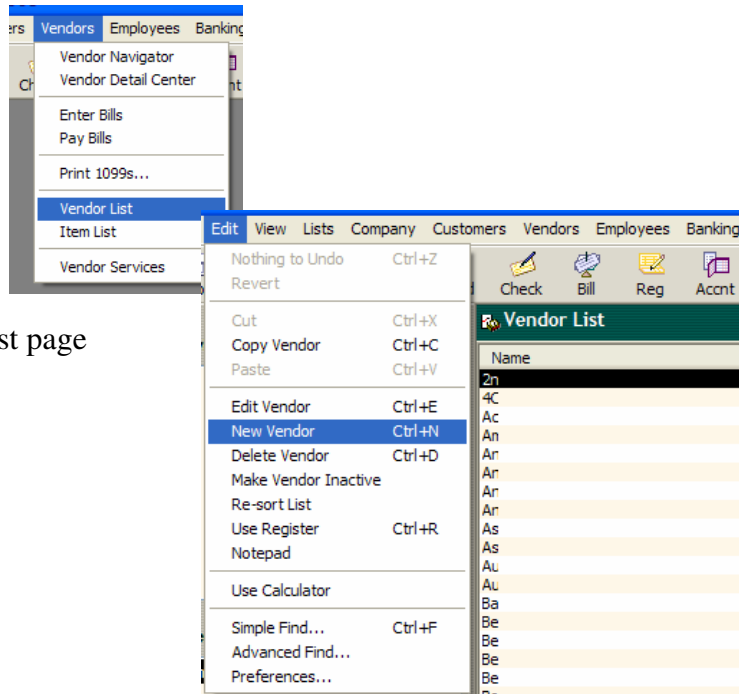
The deposit has now been recorded.

# ADD A VENDOR

In order to write a check to a vendor or record a deposit from a vendor, they need to be listed in the database. If they are not in the database, they need to be added in. To do so:

1. Click “Vendors”

2. Select “Vendor List”



It will then bring up the Vendor List page

3. Click on “Edit”

4. Select “New Vendor”

It will bring up the New Vendor page

5. Fill in the necessary information:

- Type in the vendor’s name,
- Address, including city, state, and zip code as shown
- No other information is required, however, each office may decide what additional information can be added to these records.

6. Click “OK”

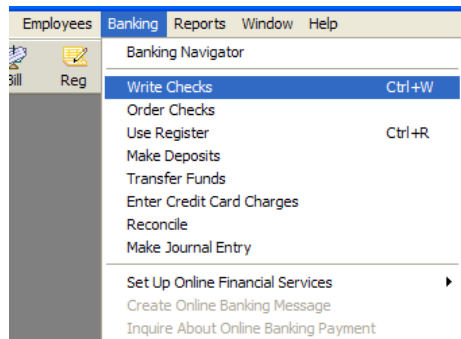
The image shows the 'New Vendor' form. It has a title bar 'New Vendor' and a button 'Ask a f...'. The form has two tabs: 'Address Info' and 'Additional Info'. The 'Address Info' tab is active. It contains fields for 'Vendor Name' (Dept. of Human Services), 'Opening Balance' (empty), 'as of' (05/13/2008), 'Company Name' (empty), 'Contact' (empty), 'Mr./Ms./...' (empty), 'First Name' (empty), 'Last Name' (empty), 'Address' (Dept. of Human Services, 100 N 200 W, Salt Lake City, UT 84103), 'Phone' (empty), 'FAX' (empty), 'Alt. Ph.' (empty), 'Alt. Contact' (empty), 'E-mail' (empty), and 'Print on Check as' (empty). There is a link 'How do I determine the opening balance?' and a checkbox 'Vendor is inactive'. There are buttons 'OK', 'Cancel', 'Next', and 'Help'. There is also an 'Address Details' button.

The vendor will now be entered.

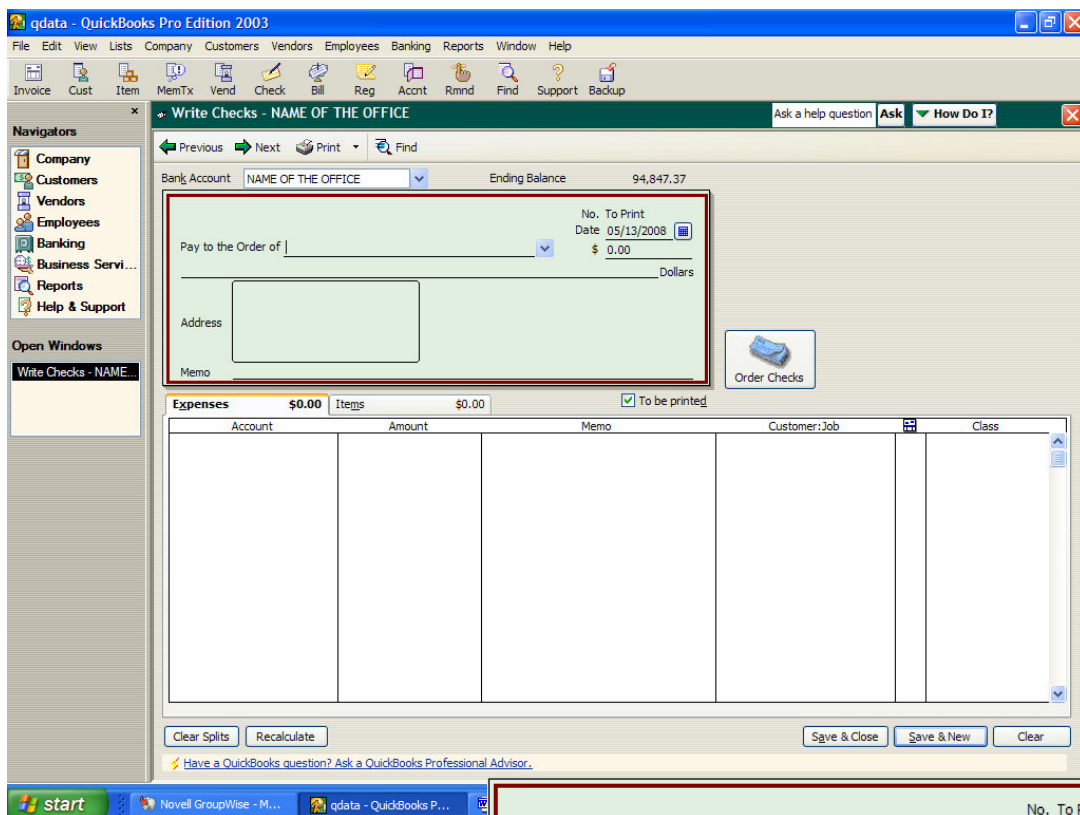
# WRITE CHECKS

You will often have to write checks to pay for bills and other things. Before writing a check, make sure that the form 298 is properly filled out and signed. When you are ready to write a check:

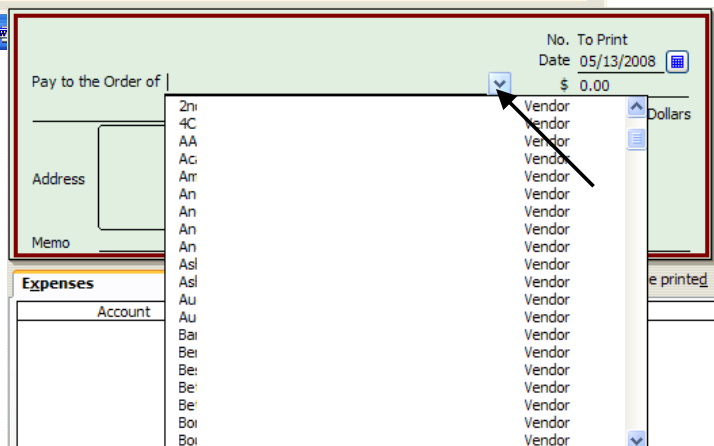
1. Click on “Banking”
2. Select “Write Checks”




It will bring up the Write Checks Page



3. Click on the arrow to open the drop down menu
4. Select the vendor from the list.



- No. To Print  
Date 05/13/2008   
\$ 350.00  
Dollars

No. To Print Date 05/13/2008	
Pay to the Order of AA Office	\$ 350.00
Three hundred fifty and 00/100***** Dollars	
Address AA Office 100 North 200 E City Name, UT 84000	
Memo	

- 
- The screenshot shows the 'Expenses' window in QuickBooks. The title bar includes the window name 'Expenses', the current amount '\$350.00', the 'Items' button, and the total amount '\$0.00'. The main area is a table with three columns: 'Account', 'Amount', and 'Memo'. The 'Account' column lists various accounts, and the 'Amount' column displays the value 350.00. A black arrow points to a small blue square icon with a white downward arrow in the 'Account' column, which is the 'Expand' button used to view the details of the selected expense.

- | Amount | Memo    | Customer:Job | Class              |
|--------|---------|--------------|--------------------|
| 350.00 | FEB COC |              | F.H.&J. food, hou: |
- Arrows indicate the following actions:
- An arrow points from the **Amount** column to the **Amount** column.
  - An arrow points from the **Memo** column to the **Memo** column.
  - An arrow points from the **Customer:Job** column to the **Customer:Job** column.
  - An arrow points from the **Class** column to the **Class** column.
- Buttons at the bottom: Save & Close, Save & New, Revert

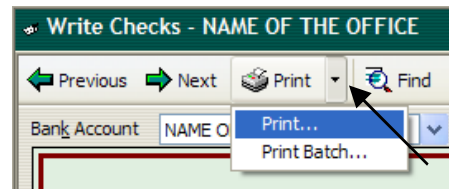
11

# PRINT CHECKS

## ***PRINT A SINGLE CHECK***

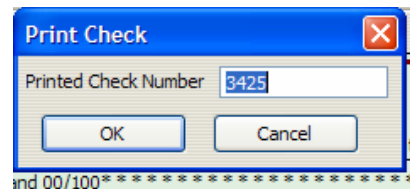
You can either print a single check or print a batch of them. To print a single check:

1. Bring up the “Write Checks” page
2. Find the check you wish to print
3. Click the arrow next to “Print”
4. Select “Print...”



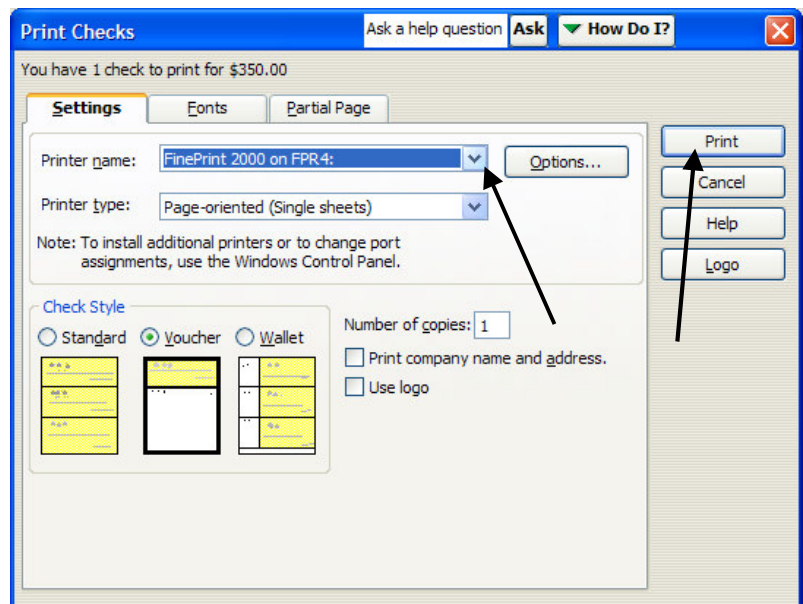
It will then bring up a “Print Check” box.

5. Make sure the check number listed matches the check stock.
6. Click “OK”



It will bring up the “Print Checks” page

7. Make sure the printer you want the check to print on is listed in the box next to “Printer name:”
8. Make sure the check stock with the correct number is correctly inserted into the printer.
9. Click on “Print”

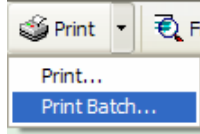


Your check will now print.

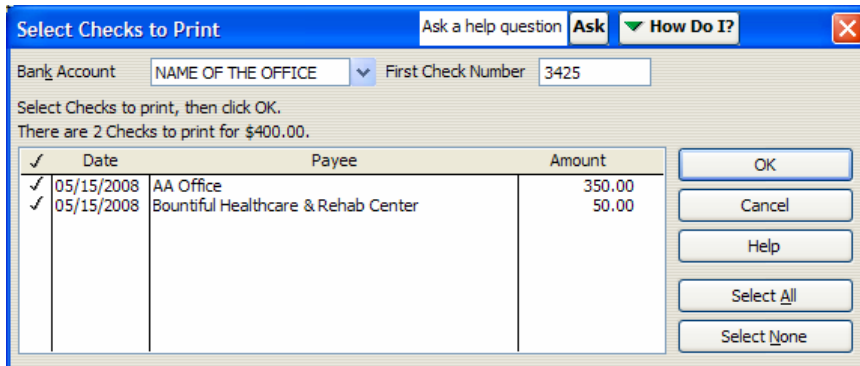
## PRINT A BATCH OF CHECKS

To Print a batch of checks:

1. Click the arrow next to “Print”
2. Select “Print Batch...”



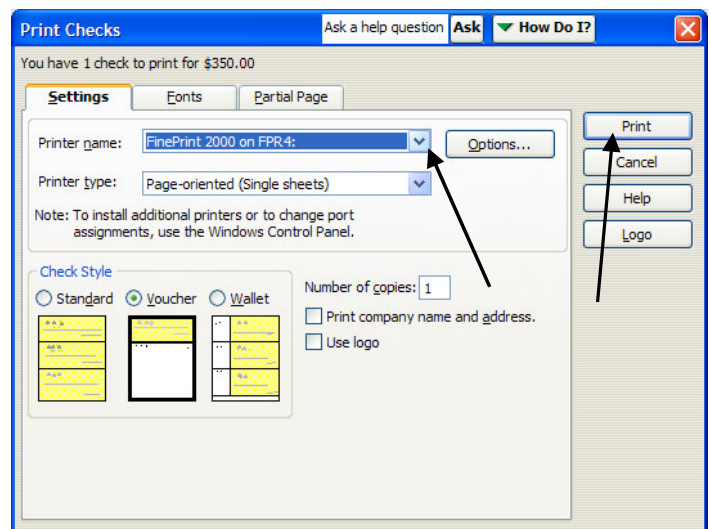
It will bring up the “Select Checks to Print” page



3. Click the box underneath the checkmark next to each check you wish to print.
4. Make sure that the check number listed in the box next to “First Check Number” matches the check stock.
5. Click “OK”

It will bring up the “Print Checks” page

6. Make sure the printer you want the check to print on is listed in the box next to “Printer name:”
7. Make sure the check stock with the correct numbers is correctly inserted into the printer.
8. Click on “Print”



Your checks will now print

# RECONCILING ACCOUNT

## CALCULATING THE ENDING BALANCE

Each month, each office's QuickBooks database needs to be reconciled. This is due to the Trust Fund coordinator by the 15<sup>th</sup> of each month. (For example the May reconciliation is due June 15)

The first thing you need to do is calculate the ending balance. To do so:

1. Find the "Cleared Balance" from the previous month's reconciliation.

NOTE: the cleared balance is not the same as the ending balance.

2. This amount will be the "beginning balance" of this month's reconciliation

qdata	
Reconciliation Summary	
NAME OF THE OFFICE, Period Ending 0	
Beginning Balance	151,702.78
Cleared Transactions	
Checks and Payments - 27 items	-72,618.47
Deposits and Credits - 12 items	14,935.88
Total Cleared Transactions	-57,682.59
Cleared Balance	94,020.19
Uncleared Transactions	
Checks and Payments - 30 items	-31,646.65
Deposits and Credits - 2 items	0.00
Total Uncleared Transactions	-31,646.65
Register Balance as of	62,373.54
New Transactions	
Checks and Payments - 5 items	-1,967.00
Deposits and Credits - 6 items	34,040.83
Total New Transactions	32,073.83
Ending Balance	94,447.37

3. Get this month's bank statement

4. Find the total from the section "Credits/Deposits" labeled "Total Deposits"

- a. This amount will be the "check/cash deposits" amount

Credits			
Deposits			
Effective Date	Posted Date	Amount	Transaction Detail
	May 01	3,154.02	Deposit
	May 08	1,515.34	Deposit
		4,669.36	Total Deposits
Electronic Deposits/ Bank Credits			
Effective Date	Posted Date	Amount	Transaction Detail
	May 01	1,370.78	Zero Balance Account Transfer From 6 3
	May 02	1,060.00	Zero Balance Account Transfer From 6 3
	May 16	210.00	Zero Balance Account Transfer From 6 3
		2,640.78	Total Electronic Deposits/ Bank Credits
		7,310.14	Total Credits

5. Find the total checks paid amount from the section “Debits: Checks Paid”

- a. This is the “cleared checks” amount

Debits					
Electronic Debits/ Bank Debits					
Effective Date	Posted Date	Amount	Transaction Detail		
	May 08	1,515.34	Zero Balance Account Transfer To 61-----		
		1,515.34	Total Electronic Debits/ Bank Debits		
Checks Paid					
Check #	Date	Amount	Check #	Date	Amount
212	May 01	588.00	2124	May 01	469.80
212*	May 01	588.00	2125	May 01	588.00
2117*	May 01	253.50	2127*	May 02	210.00
2118	May 01	253.50	2128	May 02	850.00
2121*	May 01	588.00	2129	May 16	210.00
2123*	May 01	588.00	3119*	May 01	608.00
*Gap in check sequence		5,794.80	Total Checks Paid		

6. Each day that direct deposits are received, the Trust Fund coordinator will e-mail the information for each client (name, amount received, date, type) to each custodian. At the end of each month, the Trust Fund coordinator will send an e-mail with the total amount received for each office. Make sure that this amount matches what you have received this month. The total amount is the “direct deposit” amount.
7. Interest earned from the bank is allocated quarterly. If interest was received this month, the total amount listed will be the “interest” amount.

8. Add each of these up:

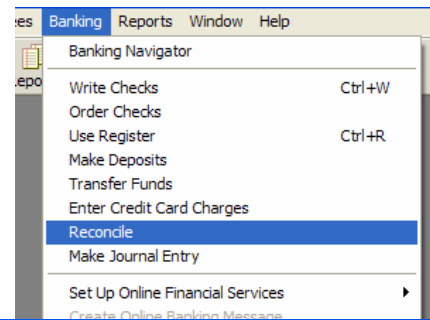
beginning balance	_____
+ check/cash deposit	_____
+ direct deposits	_____
+ interest	_____
- <u>cleared checks</u>	_____
<b>ending balance</b>	_____

You can now run the reconciliation report.



## RUNNING THE RECONCILIATION REPORT

1. Click on "Banking"
2. Select "Reconcile"



It will then bring up the "Begin Reconciliation Page"

3. Click the arrow next to the box labeled "Account" to open the drop down list
4. Select the account you are reconciling.
5. Make sure the box labeled "Statement Date" contains the correct ending date of the month you are reconciling
6. Type in the calculated Ending Balance in the box labeled "Ending Balance"
7. Click "Continue"

The 'Begin Reconciliation' dialog box prompts the user to select an account and enter the ending balance. The 'Account' dropdown is open, showing options like 'NAME OF THE OFFICE', 'Undeposited Funds', and 'Opening Bal Equity'. The 'Statement Date' is set to 04/30/2008. There are fields for 'Service Charge' and 'Interest Earned', both currently at 0.00. Buttons for 'Continue', 'Cancel', and 'Help' are at the bottom.

This window shows the reconciliation details. The 'Account' is 'NAME OF THE OFFICE'. The 'Statement Date' is 04/30/2008. The 'Beginning Balance' is 94,020.19. The 'Ending Balance' field is empty and highlighted with an arrow.

A close-up of the 'Continue', 'Cancel', and 'Help' buttons from the reconciliation dialog.

It will then bring up the Reconcile page. This has a list of all uncleared checks written and deposits entered.

Each of the deposits and checks that were cleared on the bank statement need to be cleared on the reconciliation. So:

The 'Reconcile - NAME OF THE OFFICE' window displays a list of checks and deposits for the period ending 04/30/2008. The 'Beginning Balance' is 94,020.19.

Checks and Payments				Deposits and Other Credits			
✓	Date	Chk #	Amount	✓	Date	Chk #	Amount
	01/29/2008	3349	Lita		10/31/2007	3051	Lani Taula
	02/06/2008	3351	SOC		10/05/2007	3242	Cricket
	02/06/2008	3358	Teri		04/01/2008		
	02/26/2008	3369	Proq		04/02/2008		
	03/05/2008	3382	Dep		04/03/2008		
	03/10/2008	3385	Cod		04/04/2008		
	03/20/2008	3390	MAH		04/09/2008		
	03/20/2008	3393	Dale		04/10/2008		
	03/20/2008	3394	SOC				
	03/20/2008	3395	SOC				
	03/25/2008	3396	Best				
	03/25/2008	3397	Laur				
	03/25/2008	3398	Jam				
	03/26/2008	3401	Liaa				
	03/26/2008	3402	Shae				
	03/26/2008	3403	Aud				
	03/27/2008	3406	You				
	03/28/2008	3408	HJH				
	03/28/2008	3409	HJH				
	03/28/2008	3410	Pion				
	03/28/2008	3411	Kat				
	03/28/2008	3412	HJH				
	03/28/2008	3413	HJH				
	03/31/2008	3414	HJH				
	03/31/2008	3415	HJH				
	03/31/2008	3416	Utal				
	03/31/2008	3417	Bett				
	03/31/2008	3418	Jay				

Buttons at the bottom: Mark All, Unmark All, Go To, Last Report, Reconcile Now, Leave.

8. Clear each check that appears on the bank statement by clicking in the column under the b

Debits					
Electronic Debits/ Bank Debits					
Effective Date	Posted Date	Amount	Transaction Detail		
	May 08	1,515.34	Zero Balance Account Transfer To 61-----		
		1,515.34	Total Electronic Debits/ Bank Debits		
Checks Paid					
Check #	Date	Amount	Check #	Date	Amount
212	May 01	588.00	2124	May 01	469.80
212*	May 01	588.00	2125	May 01	588.00
2117*	May 01	253.50	2127*	May 02	210.00
2118	May 01	253.50	2128	May 02	850.00
2121*	May 01	588.00	2129	May 16	210.00
2123*	May 01	588.00	3119*	May 01	608.00
*Gap in check sequence		5,794.80	Total Checks Paid		

Checks and Payments				
✓	Date	Chk #	Payee	Amount
✓	01/29/2008	3349	Utz	50.00
	01/29/2008	3351	SOC	2,533.07
	02/06/2008	3358	Ter	300.00
	02/26/2008	3369	Pro	150.00
✓	03/05/2008	3382	Dep	660.99
	03/10/2008	3385	Cod	22.15
	03/20/2008	3390	MA	300.00
✓	03/20/2008	3393	Dak	45.00
	03/20/2008	3394	SOC	749.00
	03/20/2008	3395	SOC	4,296.66
	03/25/2008	3396	Bes	1,500.00
✓	03/25/2008	3397	Lau	450.00
	03/25/2008	3398	Jam	150.00
	03/26/2008	3401	Lisa	150.00
	03/26/2008	3402	Sha	800.00
	03/26/2008	3403	Aud	150.00
	03/27/2008	3406	You	200.00
	03/27/2008	3408	HUI	5,983.70
	03/28/2008	3409	HUI	1,095.94
	03/28/2008	3410	Pior	400.00
	03/28/2008	3411	Kat	500.00
	03/28/2008	3412	HUI	3,385.11
	03/28/2008	3413	HUI	602.00
	03/31/2008	3414	HUI	3,043.33
	03/31/2008	3415	HUI	389.67
	03/31/2008	3416	Utal	500.00
	03/31/2008	3417	Beth	300.00
	03/31/2008	3418	Jay	500.00

9. Clear each deposit that appears on the bank statement by clicking in the column under the b

Deposits and Other Credits				
✓	Date	Chk #	Payee	Amount
✓	04/01/2008			18,187.01
✓	04/02/2008			2,208.46
✓	04/03/2008			3,185.68
✓	04/04/2008			7,051.00
	04/09/2008			1,973.00
	04/10/2008			1,435.68

10. Clear each deposit that came in as either a direct deposit or interest.

The Ending Balance and the Cleared balance should be equal. In other words the Difference should be 0.00. If it is not zero, you made a mistake somewhere. Retrace your steps to find the mistake. If the Difference is 0.00 then:

11. Click “Reconcile Now”

Modify	Service Charge	0.00
	Interest Earned	0.00
	Ending Balance	100,020.19
	Cleared Balance	100,020.19
	Difference	0.00
	Reconcile Now	Leave

It will then bring up the “Select Reconciliation Detail Report” box

12. Make sure that “Detail” is selected

13. Click “Print”

Select Reconciliation Detail Report

Congratulations! Your account is balanced. All marked items have been cleared in the account register.

Select what type of reconciliation report you'd like to

☒ Detail

☐ Summary

Display Print... Cancel

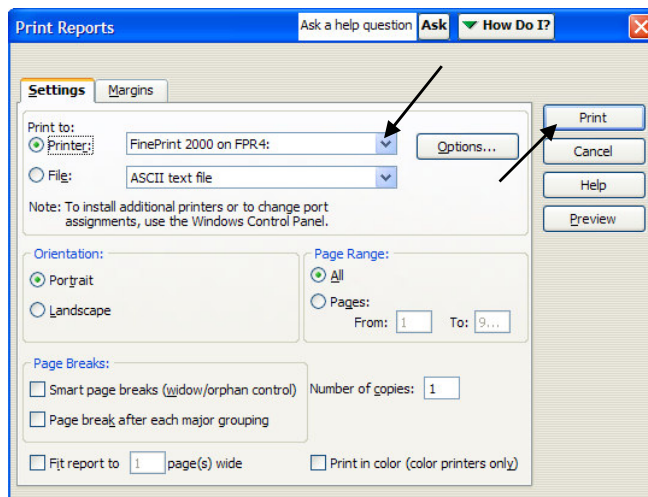
It will then bring up the Print Reports page

14. Make sure the correct printer is selected.

15. Click “Print”

Your reconciliation report should then print.

Once your report has printed out, you will need to print the client alpha report.

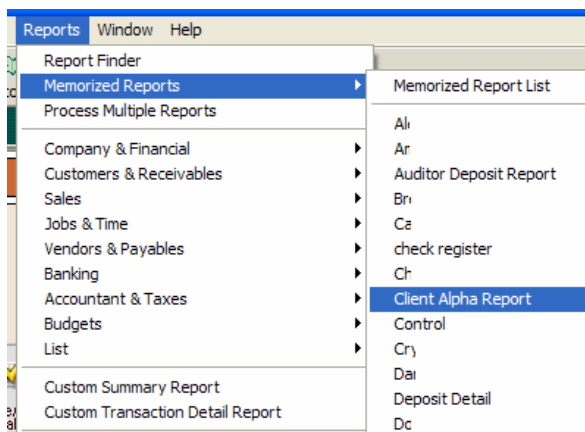


## ***RUNNING THE CLIENT ALPHA REPORT***

1. Click on “Reports”

2. Select “Memorized Reports”

3. Select “Client Alpha Report”



It will then bring up the client alpha report.

4. Scan the report to make sure none of the clients' accounts are negative. (If an account is negative, contact the trust fund coordinator)

5. Print this report

qdata	
Client Alpha Report	
Name of Office	
	Jun 16, 08
Alves,	1,069.86
Atwoo	1,800.72
Baca,	3,048.40
Bailey	55.40
Belkor	989.34
Bell, C	1,527.67
Berkle	563.26
Biada,	761.83
Bird, L	1,428.73
Bostia	30.08
Brown	1,740.52
Brown	1,489.01
Burno	920.17
Carter	1,736.36
Copeli	1,425.04
Coyle,	637.00
Cream	1,273.17
Dickso	470.14
Engel,	201.00
Epling	398.03
Eteuat	1,547.83
Fairch	548.00
Felt, R	1,734.38
Great	1,360.56
	1,498.84

## ***FINISH THE RECONCILIATION***

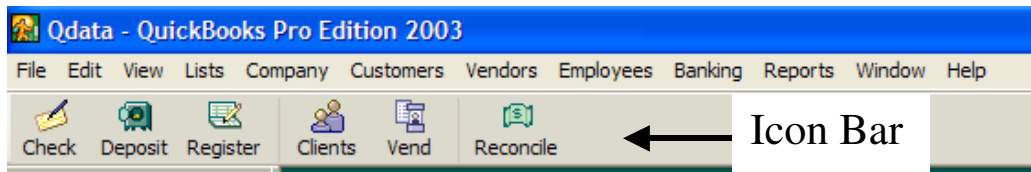
Once you have printed the reconciliation and the client alpha reports, there are a couple of things you need to do before it is faxed to the trust fund coordinator.

- (1) Make sure that the “Cleared Balance” equals what you had calculated
- (2) Make sure that the “Ending Balance” on the Reconciliation report matched the “Total” on the client alpha report. (See the “Frequently Asked Questions” section for more details if they don’t match)
- (3) Make sure that there are no negative accounts in the client alpha report.
- (4) Make sure that there are no closed accounts showing on the client alpha report. If there are, the client needs to be changed to “Other Income” (see “Edit Client Information” section)

After you have checked the reports, sign them, have your supervisor sign them, and then fax or mail them to the client trust fund coordinator.

# CUSTOMIZE THE ICON BAR

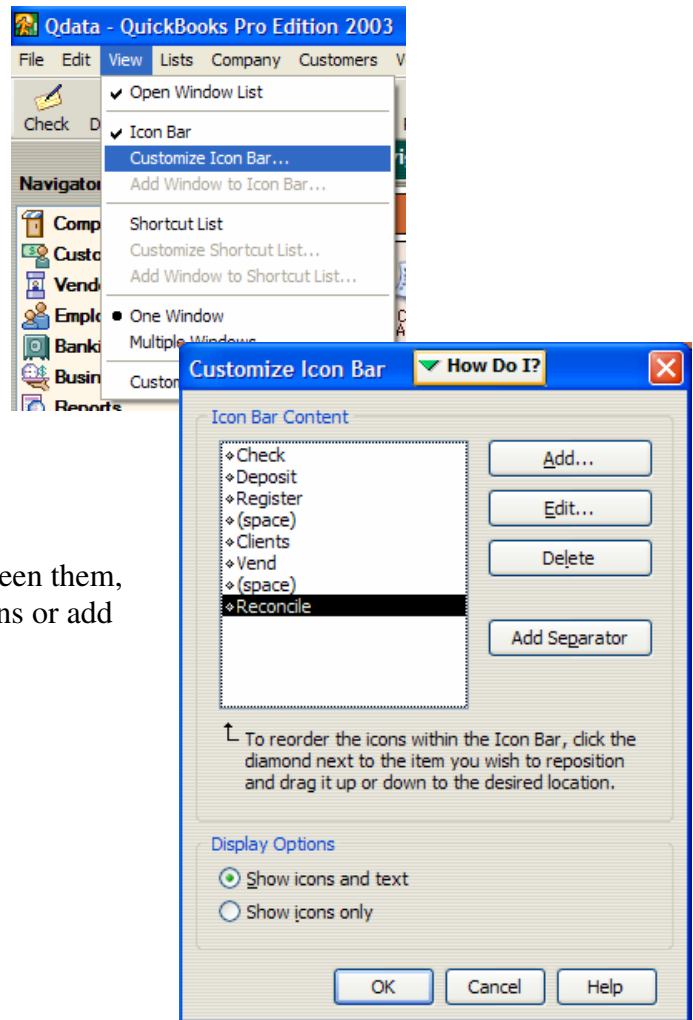
The icon bar is a bar up at the top of the screen that has icons which link to some common pages.



The icon bar can be customized. To do so:

1. Click on “View”
2. Click on “Customize Icon Bar...”

It will then bring up the “Customize Icon Bar” box



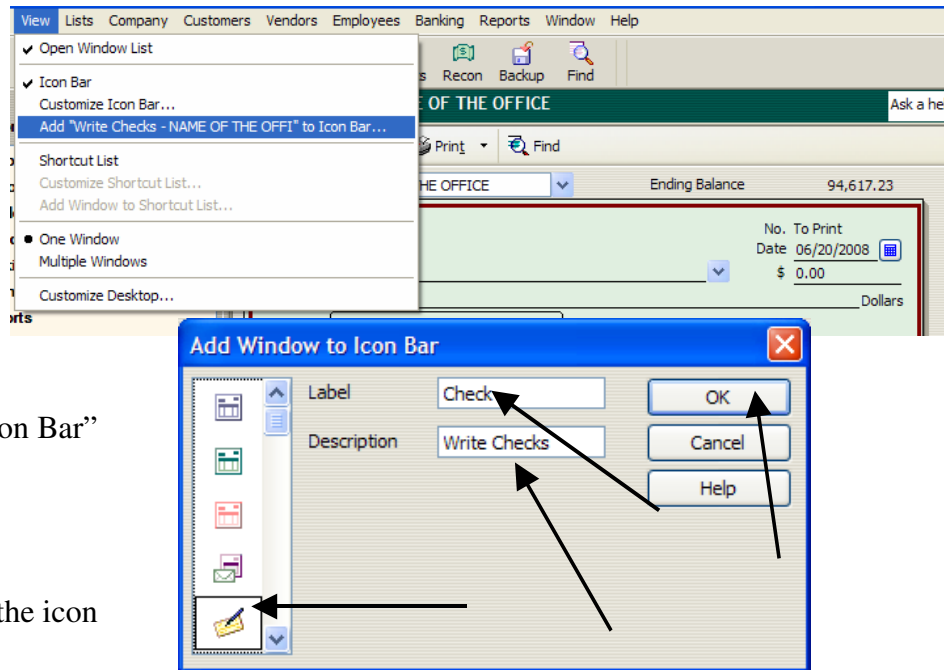
From here you can reorder the icons, put spaces between them, change the pictures (by going into Edit...), delete icons or add new icons.

Another way to add icons is to

1. Display the screen you want to be shown.
2. Click on “View”
3. Then click on "Add 'Window' to Icon Bar"

This will bring up the “Add Window to Icon Bar” box

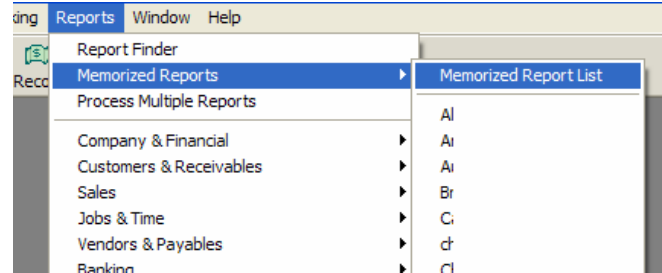
4. Choose a picture for the icon.
5. Type the label and description for the icon
6. Click “OK”



# SOCIAL WORKER REPORT

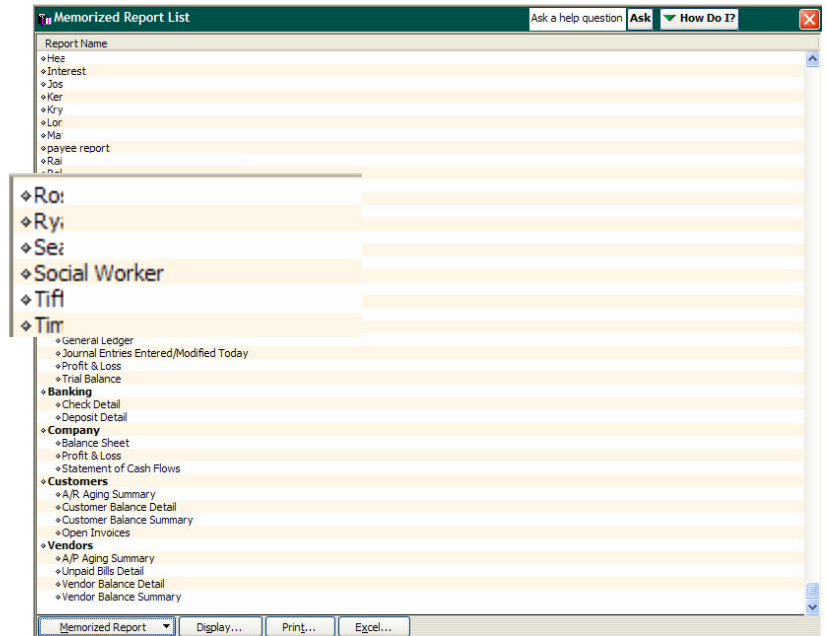
Each month the custodian is required to send a copy of each client's account to the caseworker (see the Independent Review 1.11 and Independent Review Instructions 1.11).

1. Click on "Reports"
2. Select "Memorized Reports"
3. Select "Memorized Reports List"



This will bring up the Memorized Reports page.

4. Double click over the report called "Social Worker"



It may also be called "Worker Report" or something similar. If you do not have this report, contact the trust fund coordinator.

This will then open the Worker Report, which is a list of all open accounts and all the transactions made with their account.

Date	Num	Name	Memo	Account	Class	Amount	Balance
10/28		deposit	SSI	A	L	830.68	830.68
11/02		deposit	SSI-Nov07	A	L	415.34	1,246.02
11/03		deposit	SSI-Dec07	A	L	415.34	1,661.36
12/01		deposit	SSI JAN08	A	L	424.67	2,086.03
01/14		interest	Interest 12/3	A	L	10.52	2,096.55
02/01		deposit	SSI FEB08	A	L	424.67	2,521.22
02/28		deposit	SSI Mar08	A	L	424.67	2,945.89
03/28	3389	HUMAN SERVICES	SEP07 COC	A	L	-380.34	2,565.55
03/28	3389	HUMAN SERVICES	OCT07 COC	A	L	-380.34	2,185.21
03/28	3389	HUMAN SERVICES	NOV07 COC	A	L	-380.34	1,804.87
03/28	3389	HUMAN SERVICES	DEC07 COC	A	L	-380.34	1,424.53
03/28	3389	HUMAN SERVICES	JAN08 COC	A	L	-389.67	1,034.86
03/28	3389	HUMAN SERVICES	FEB08 COC	A	L	-389.67	645.19
04/01		deposit	SSI APR08	A	L	424.67	1,069.86
Total A						1,069.86	1,069.86

Now, there are two ways that the information can be sent to the caseworkers.

- (1) Each client's account can be individually run as a report and sent to the correct caseworker; or
- (2) The caseworkers can install the worker report program on their computers, and this Worker Report can be used to update the information.

## RUN INDIVIDUAL ACCOUNTS

Once the Worker Report is open, you can drill down the detail to specific accounts. To do so,

1. Find the client whose account you want to open
2. Point your mouse over the total in the “Amount” column and double click over that number.

Class	Amount	Balance
SSI	830.68	830.68
SSI	415.34	1,246.02
SSI	415.34	1,661.36
	424.67	2,086.03
Interest	10.52	2,096.55
	424.67	2,521.22
	424.67	2,945.89
F.H.&U. ...	-380.34	2,565.55
F.H.&U. ...	-380.34	2,185.21
F.H.&U. ...	-380.34	1,804.87
F.H.&U. ...	-380.34	1,424.53
F.H.&U. ...	-389.67	1,034.86
F.H.&U. ...	-389.67	645.19
	424.67	1,069.86
	1,069.86	1,069.86

This will open up the account details. Once this report is open, it can be printed, saved as a TXT file, or exported to excel, which can then be sent to the caseworker by fax or e-mail.

The other option of using the worker report is less time consuming when you need to send all the clients' account information to all the caseworkers.

## USE THE WORKER REPORT PROGRAM

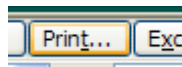
The Worker Report program allows users (the caseworkers) to view the account activity for each of their clients. The program pulls the data from the worker report TXT file, which needs to be updated regularly.

Make sure all the caseworkers have the Worker Report program set up on their computer. If they do not, it can be downloaded from the Fiscal Operations website at [http://www.hsofo.utah.gov/other\\_program\\_downloads.htm](http://www.hsofo.utah.gov/other_program_downloads.htm)

The Social Worker Report needs to be saved as a TXT file. To do this,

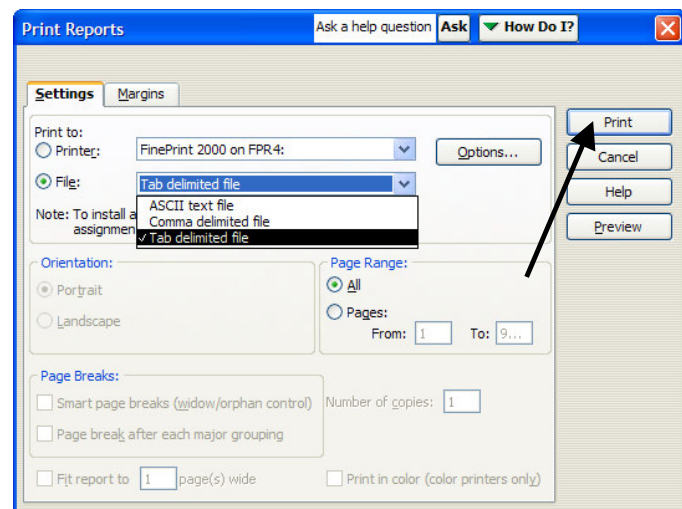
1. Open the Social Worker Report.

2. Click on “Print”



This will bring up the “Print Reports” options

3. Under “Print to:”, click the button that says “File:”
4. Open the drop down menu by clicking the arrow in the box next to “File:” and click “Tab delimited file”
5. Click “Print”

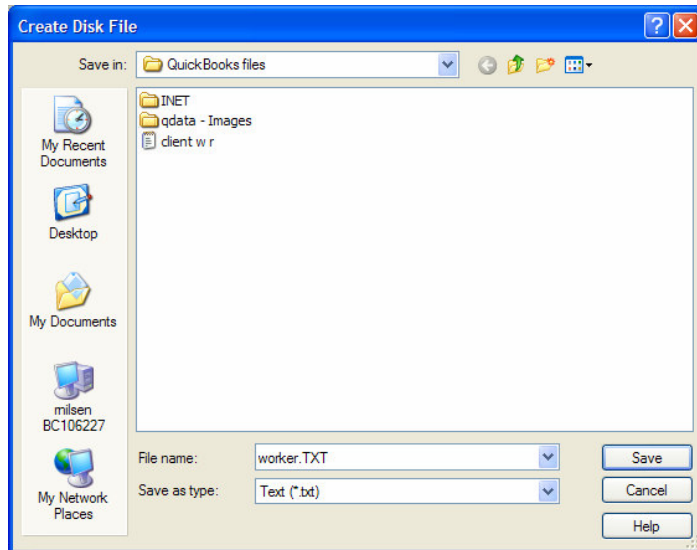




It will then give you the option to save the file.

6. Name the file *worker.TXT*

7. Click on “Save”



This file can either be saved to a common drive that all the caseworkers can access or it can be e-mailed to the caseworkers individually and then they can save it on their own computer. The important thing is that the Worker Report program for each caseworker points to wherever this file is saved to. To do this,

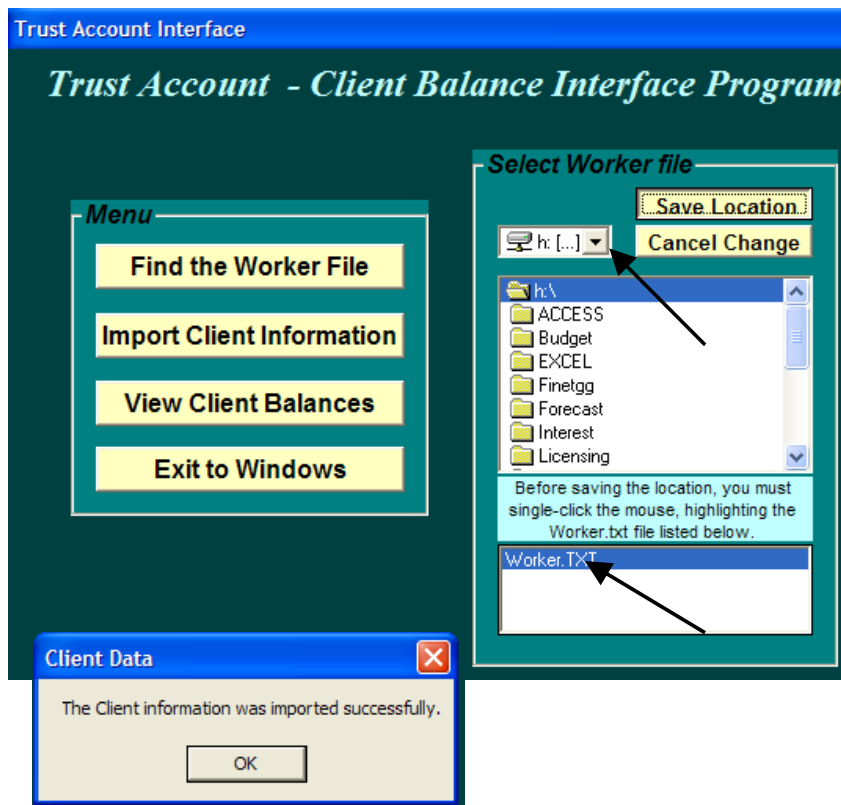
1. Open the Worker Report program
2. Click the box called “Find the Worker File”
3. Find the correct path to the worker.TXT file
4. Click “worker.TXT” on the bottom
5. Click “Save Location”



The information from the file needs to be imported into the program. To do so,

6. Click the box called “Import Client Information

It will then bring up a box stating that the information was imported successfully.



Once this is done, all client balances can be viewed by clicking the “View Client Balances” box and then selecting the client.

# INTEREST REPORT

Once a quarter, interest earned from the bank is allocated to all clients with open accounts. The interest allocation is calculated by the trust fund coordinator, who will request two reports:

- (1) Client alpha report
- (2) Interest report

To run the interest report:

1. Click on “Reports”
2. Click on “Memorized Reports”
3. Select “Interest” (sometimes it is called “Interest Report”)

This will bring up the Interest Report

This report needs to be saved as a Tab-delimited TXT file. To do so:

1. Click on “Print”

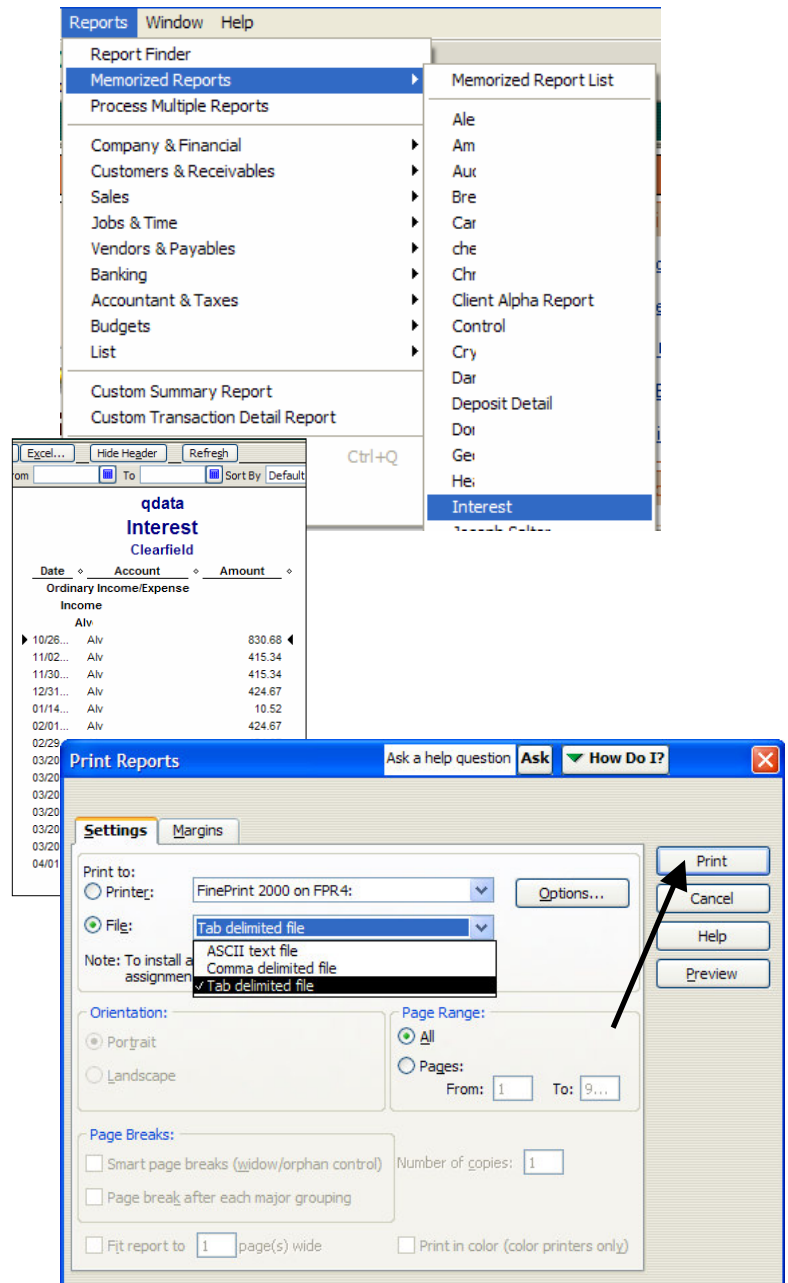
This will bring up the “Print Reports” options

2. Under “Print to:”, click the button that says “File:”
3. Open the drop down menu by clicking the arrow in the box next to “File:” and click “Tab delimited file”
4. Click “Print”

It will then give you the option to save the file.

5. Save it

This file can then be e-mailed to the trust fund coordinator.



## FREQUENTLY ASKED QUESTIONS

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**QUESTION:** I have received a new computer and my new computer does not have QuickBooks. How do I get it installed on to my new computer?

**ANSWER:** The client trust fund coordinator has the disc to install QuickBooks. Call this person to set up a time in which they can travel to your office to install it.

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**QUESTION:** We have a new custodian/supervisor. How do we set this person up as a user on the QuickBooks database?

**ANSWER:** Only the person set up as the QuickBooks administrator can add or edit users in the QuickBooks database. For the client trust fund, the QuickBooks administrator is the trust fund coordinator. Call this person, who can then add the custodian/supervisor into the database via Webcast.

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**QUESTION:** I have made a mistake when entering a deposit or writing a check. How do I correct this?

**ANSWER:** Each custodian's supervisor should be set up with the ability to edit transactions after they have been entered in. Have this person sign in and make the corrections. If this person is unavailable, call the trust fund coordinator, who can run a Webcast and fix the mistake.

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**QUESTION:** The Ending Balance on the reconciliation report does not match the Total on the client alpha report. Why is that and how do I fix it?

**ANSWER:** There are two usual mistakes for this to occur.

1. The client alpha report was run on a different day than the reconciliation report. Make sure that both reports are run at the same time, without any transactions being made in between running them.
2. A client that still has money in his/her account has been switched to "other income." Open the Chart of Accounts and check all recently closed accounts to make sure that their ending balance is 0.00 (Make sure that the dates listed are "All").

If you still can't find the mistake, contact the trust fund coordinator.

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# CONTACTS

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## CLIENT TRUST FUND

Client Trust Fund Coordinator	Kelsi Dobson	Phone 801-538-4105
		Fax 801-538-4291
Supervisor	Jodi Patterson	Phone 801-538-4143

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## TECHNICAL ASSISTANCE

Social Worker Interface	Alisha Johnson	Phone 801-538-4144
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LAN Support	Local TSS
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## BANKING QUESTIONS

Wells Fargo	Jenny Bonilla	Phone 415-243-7493
	James Ho	Phone 415-243-7592

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